|  |  |
| --- | --- |
| MSU-logo-2001 | JOB DESCRIPTIONVolunteer |

|  |  |
| --- | --- |
| **Position Title:** | **Student Community Support Network – Community Connector**  |
|  |  |
| **Term of Office:** | September 1 – April 30 |
|  |  |
| **Supervisor:** | Volunteer Coordinator and SCSN Coordinator |
|  |  |
| **Remuneration:** | Volunteer |
|  |  |
| **Hours of Work:** | 5 hours per week (minimum) |

|  |
| --- |
| **General Scope of Duties** |
| The Community Connector is responsible for acting as a resource person and leader for their designated area in the Ainslie-Wood/Westdale community. The Community Connector will be required to attend certain community events and promote the SCSN and all of its services. The Community Connector will also be required to manage SCSN volunteers in their allotted area. These students patrol the neighborhoods, taking note of any accommodations that are in violation of City of Hamilton’s property standards bylaws. After taking note of these properties, the students will then report to the Off-Campus Resource Centre (OCRC), to search their database and contact the property’s landlord, informing them of the violation and motivating them to take action. |

|  |
| --- |
| **Major Duties and Responsibilities** |
|  |
| **Category** | **Percent** | **Specifics** |
| Supervisory Function  | 40% | * Show leadership within the community
* Act as a liaison between the community and students
* Foot patrol in designated area (as defined by the OCRC’s rental accommodation map)
* Take note of any properties in violation of property standard by-laws
* Continually check up on accommodations that repeatedly are violated
* Maintain profile records of all properties in violation and all continual violations
* Work with the Volunteer Coordinator and SCSN Coordinator to plan and execute community cleanups and other volunteer events
* Implement initiatives related to community engagement at McMaster (e.g Change Camp recommendations)
* Perform by-law checks on rental properties when requested by students
 |
| Financial & Budgeting Function  | 5% | * Provide information about costs to both the SCSN Coordinator and Volunteer Coordinator prior to incurring costs
 |
| Communications Function  | 35% | * Act as a resource person for students and residents by maintaining contact through the website, and email
* Issue physical violation notices upon initial notation of a property in violation through the use of a SCSN door tag
* Contact and issue complaints to By-law officers for repeated or continuing violations of individuals properties
* Attend community and city meetings to advocate on behalf of students
* Tabling, promoting, and educating during SCSN campaigns
* Report to and log activities with supervisors (Volunteer Coordinator) and SCSN Coordinator
* Take part in regular meetings with other Community Connectors, SCSN Coordinator and supervisors to relay activities of the program
* Ensure reports are submitted to the Volunteer Coordinator
* Attend and participate in initial by-laws training
 |
| Advertising & Promotions Function  | 5% | * Aid in the promotion of the SCSN and the MSU, including attending events and putting up posters
 |
| Other  | 15% | * Attend necessary training sessions
* Attend and help with programming run by the SCSN
* Prepare end of year report and transition documents for the following year’s Community Connectors
* Other activities/responsibilities as directed by the supervisor
 |

|  |
| --- |
| **Knowledge, Skills and Abilities** |
| * Organizational and time management skills required to ensure the effective operation of Community Connector events
* Effective communication skills in both written and electronic formats
* Ability to work in teams
* Basic geographic knowledge of the communities surrounding McMaster University
* Basic working knowledge of city by-laws and property standards
* Knowledge of the capacities of the MSU and OCRC, as well as their departments and programs related to this position
* Public speaking skills in order to deliver clear and concise reports to supervisors, to communicate with property owners and students
* Interest in community engagement and Hamilton community.
 |

|  |
| --- |
| **Effort & Responsibility** |
| * Creativity and enthusiasm required to represent SCSN at community events
* Initiative required to see events through to completion
* Effort required in exercising judgment in relation to property standards
* Effort required in remaining calm, patient, and reasonable in interactions with property owners or community members
* Physical effort required in the monitoring and patrolling of neighborhoods surrounding McMaster University
 |

|  |
| --- |
| **Working Conditions** |
| * Most of the Community Connector's work will be conducted at home or within a shared office space
* Some work is done outside of the office during volunteer events as well as patrolling neighbourhoods
* Time demands may exceed stated hours of work
 |

|  |
| --- |
| **Training and Experience** |
| * Community relations experience is an asset
* Participation in all Training Sessions required (provided)
* Experience with Word, Excel, Power Point, Outlook Email, and business machines is an asset. Participation in Community Connector training is required
* Basic training in municipal by-laws and property standards, to be provided
 |

|  |
| --- |
| **Equipment** |
| * Use of shared computer and telephone resources
* Binders and maps, preparing for the patrolling duties
* Use of appropriate, organizational filing system, to keep track of all pertinent documents.
 |